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ABSTRACT

The mission of this book is to facilitate effective instructor-student partnerships through the study of total quality management (TQM) principles and to demonstrate to instructors how they can make a difference in their classrooms, institutions, and communities. It uses an educational approach that actively involves students in the learning system as they meet expectations of customers (parents, employers, and instructors down the line). The book is developed for professors who are partially trained and knowledgeable about TQM and who want to apply the theory of TQM to their classrooms. The core of the training program involves 11 steps, with a chapter devoted to each: (1) the mission, goals, and academic integrity of the class must be absolutely clear; (2) the professor must demonstrate leadership; (3) most work must be pertinent and flow from the students; (4) course content is connected to the campus community and the real world; (5) the student is treated as a "worker" and a member of the "research and development" team; (6) peer teaching, small group work, and teamwork are emphasized; (7) students should have aesthetic experiences; (8) classroom processes should include reflection; (9) the teaching/learning system should undergo constant evaluation; (10) new activities should constantly evolve from the old; and (11) there must be an audience beyond the professor. Each chapter contains exercises or checklists to use in applying the steps. (Contains 13 references.) (JDD)

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